

High volume of online PACT Act claims

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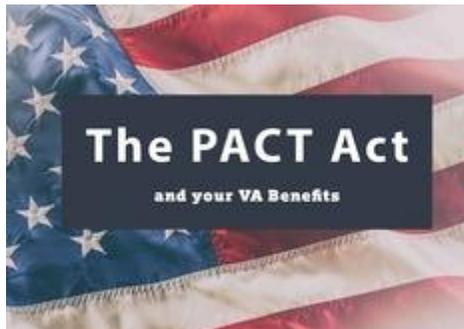
VA



U.S. Department of Veterans Affairs

Veterans Health Administration

Tennessee Valley Healthcare System



Due to extremely high volume of submissions, some Veterans and survivors are receiving error messages when submitting their “intent to file” PACT Act claims. This impacted about 18% of individuals who submitted an intent to file yesterday (August 8, 2023).

First and foremost, no Veteran or survivor will miss out on a single day of benefits due to this issue.

Every Veteran or survivor who received an error message while applying for PACT Act benefits can consider their intent to file complete. VA is working to contact these individuals to confirm directly to them that their intent to file will be honored and their effective date protected.

While we work to resolve these technical difficulties, we continue to encourage Veterans and survivors to file their PACT Act claims — or submit their intent to file — now at [VA.gov/PACT](https://va.gov/PACT). Veterans who do so on or before August 9, 2023 may be eligible to receive benefits backdated to August 10, 2022. Please know that [VA.gov/PACT](https://va.gov/PACT) is not down, and VA continues to collect intent to file submissions despite the outgoing error messages.

Additionally, we have experienced extremely high call volume on 1-800-MyVA411. Wait times for these calls, which are normally 10-30 seconds, have reached 10-15 minutes at times throughout the day. VA is taking immediate steps to minimize these wait times for Veterans, their families, caregivers, and survivors.

We at VA are working to resolve this problem immediately, and we will make sure that no Veteran or survivor misses out on their earned benefits because of these technical difficulties.